



# Agilent Technologies

## Customer Service Report

<b>Customer Purchase Order Number</b> 51001950		
<b>Service Request Number</b> 1-2091256793	<b>Activity</b> 1-YNFPFH	<b>Service Request Date</b> 03-Jun-2009
<b>Service Start Date</b> 10-Jun-2009 09:00		<b>Service End Date</b> 10-Jun-2009 10:30

**Equipment Location:**

**Attention:** Jim Hanchett  
Commonwealth of Massachusetts  
Western Mass Public Health  
181 Stockbridge Rd Morrill Bldg  
AMHERST MA 01003  
United States

Telephone: (413) 545-2607

**Please Direct Inquiries To:**

Telephone: (800) 979 4811 or +1 (408) 345 8511  
Email: service.automation@agilent.com

Product Number/ Description	Manufacturer	Serial Number
G1098A 5973 MSD diffusion-pump mainframe	Agilent Technologies Inc	US82311418

**Problem Description:**

room N251  
US82311418  
Needs EM horn replaced

**Services Provided:**

Replaced Multiplier Horn pumped system down and performed autotune.

Parts Used	Manufacturer	Quantity
05971-80103 Electron multiplier replacement horn	Agilent Technologies Inc	1 EA

	<b>Time</b>
<b>Standard Hours</b>	1.5
<b>Travel Hours</b>	3.5
<b>Overtime Hours</b>	0.0

Customer Engineer Name

Customer Engineer Signature

Date

Customer Name

Customer Signature

Date

**This is not an invoice**

**Customer Comments:**